

Training Notes

Workforce Investment Act (WIA) Performance Enhancement Workshops: *Designing a Follow-up/Retention System to Enhance Youth Customer and WIA Performance*
March 29, 2005

Why do youth lose their jobs/drop out of training?

- Youth become “independent” (flaking out?)
- Not prepared enough
- Need more immediate gratification
- Make more selling drugs
- Lack knowledge to access resources in crisis
- Lack positive social structure/support network
- Transient lifestyle and corollary issues
- Youth doesn't know how to fail
- Tendency is to walk away

What is Needed to Help Youth Succeed/Advance in Placement

- Teaching Life Skills
- Youth Counselor is resource not a warden
- Soft Skills – showing up/communicate
- Celebrate successes!

WIA PEP TA Handout - B Activity - Case Study: Improvement Needs (p.p. 31-32):

1. Communications seem superficial
2. Question about high turnover rate at café
3. Why exit at that time?
4. Need long term goal
5. Help Karen with decision making life choices
6. Engage social network
7. Assessment needs more details – suitability needs to be employed
8. Provide work experience
9. Form successful GEF outcome
10. Better communication with employers
11. Improve reporting guidelines with the support team
12. Address staff turnover issues

WIA PEP TA Handout - B Activity - Case Study Questions (P. 32):

1. Team approach
2. Provide housing/community resources and GED
3. Got them a job “some relationships with employer

Stakeholders to Include in Designing a Follow-up/Retention System

- Schools
- Employers
- Community-based Organizations
- Local Elected Officials (LEOs)
- Youth
- Juvenile Justice

Follow-up by Local Area

- Accessing multiple resources to solve big problems
- Systematic, consistent approach

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- Performance is not by program – it is by area

Data Quality

- Look at exiters and make sure they are reaching outcomes; compare to goals
- Maintain local logs and report monthly; also look at state reports – helps to identify misreport; information shared on shared drive
- As soon as goals is attained enter it on follow-up screen
- Use logs as ticklers

Promising Practices in Wisconsin

Fox Valley – Local Chamber career fair (Fond du Lac); designated youth area in each Job Center; and youth “link” in Job Center; certification for youth a draw for youth, other providers

Manitowoc County – Transition fair with agencies who work with disabled youth

Milwaukee -- Younger Youth staff in the schools, alternative high schools
On-site at youth center. High graduation rate (post-secondary, GED/diploma)

North Central Wisconsin – Department of Public Instruction “list” of soft skills pre- and post-evaluation; certification at state level – employer recognized; local partners in education (PIEs) connecting with youth centers

Rock County – Mercy Health Care Hospital Career getting a room at hospital Fair for WIA youth staff

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Case Loads (including follow-up case files): Survey of the Conference Attendees

0 – 40 (7 participants claimed to have this case load)

41-60 (8 participants claimed to have this case load)

61-100 (8 participants claimed to have this case load)

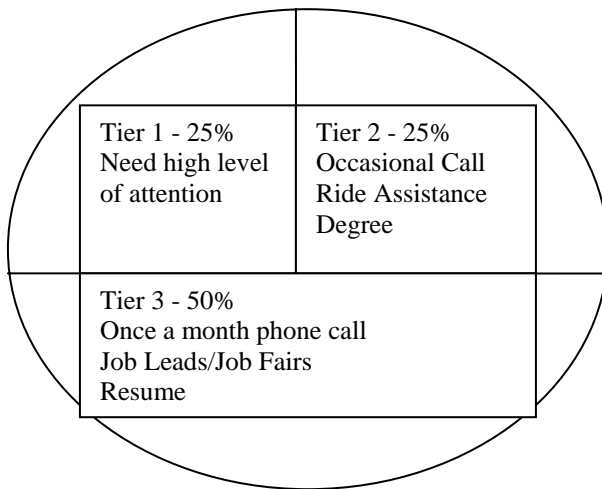
101-200 (5 participants claimed to have this case load)

201 – 500 (zero participants claimed to have this case load)

500+ (zero participants claimed to have this case load)

Caseload Considerations: Three Tier Case Management Approach

Ideally, Tier 1 should represent the smallest percentage of the case load, yet account for the bulk of the workload. Tiers 2 and 3 should represent larger percentages of the case load, but account for a smaller portion of the workload.



Self Assessment Workforce Development Area (WDA) Group Work

Local Area: Southeastern Wisconsin

Strengths:

- Good partnerships with educational institutions
- Good life skills training
- Good ASSET follow-up strategies

Weaknesses:

- Not enough practice in life skills

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- No systematic financial support
- Not enough on career advancement

Plan: Train case managers to capture multiple contact information

Local Area: Milwaukee

Strengths:

- Preparing Youth for Placement
- Parenting Skills/STD's etc
- Four (4) Tier Training Curriculum

Weakness:

Plan:

Local Area: North Central Wisconsin

Strengths:

- Staff is available
- Good data quality/ASSET

Weaknesses:

- Youth don't have mentors
- Making crisis intervention services available

Plan: Train staff on follow-up

Local Area: Northwest Wisconsin

Strengths:

- Youth are aware of follow-up services
- Data – check ASSET every day for soft exit reports

Weakness: Not always sure youth are ready for exit

Plan:

- Need to talk to youth
- Plan to do pre-exit conference

Local Area: Western Wisconsin

Strengths:

- Developed relationship between partners
- Developing trust with youth
- Good exchange of best practices

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Weaknesses:

- Handling rurality
- Put more time to build relationship with employers

Plan:

- Better communication with employers
- Better communication with secondary education

Local Area: South Central Wisconsin

Strategy: Career Pathway Model

- Career Passport
- Foundation Workplace Skills
- Foundation Skill Curriculum

Local Area: Southwest Wisconsin

Strengths

- Soft Skills
- Skill identification

Weaknesses:

- Career Advancement
- Life Skills

Plans(Goals):

- Staff training
- Identify career ladders

WDA Group Work

Sample Vision Statement: *The University Hospital will continue to lead the way in conquering the most common diseases of our time. Through the diverse and collective strengths of our schools and other components and through collaborations with colleagues, we will broaden the frontiers of health science to ensure a better quality of life for humankind.*

WDA 1 – Southeastern Wisconsin

SE WI will use a collaborative approach for follow-up and retention services for youth of the region.

WDA 2 – Private Industry Council of Milwaukee County and WDA 7 - Northwest CEP

The local workforce development board will continuously engage and monitor growth while providing supportive services via an involved community network in a youth-friendly and inviting environment while meeting the educational and occupational needs of the youth as well as meeting local workforce needs.*

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WDA 4 Fox Valley and WDA 6 North Central Wisconsin

Trust

Collaborative Partnerships

Support

Resource Knowledge

Contact Plan – Need Based

Jointly Created

Vision: A collaborative partnership with strong, trusted relationships among youth, employers, providers, and educators that results in transition for youth into successful, self-sufficient adulthood.

WDA 5 – Bay Area

Vision: To See

To provide support, encouragement and community resources to enhance educational attainment and employability skills resulting in economic self-sufficiency for Bay Area youth

WDA 9 – Western Wisconsin Group Work

Empower young adults by providing education and life skills that will create a foundation and provide the tools they need to reach their potential and to become successful; have a good quality of life.

WDA 10 – South Central Wisconsin

To build a structure that will enable young adults to be trained and employed successfully in industry.

WDA 11 – Southwestern Wisconsin

A seamless coordinated flexible system to attain and maintain self-sufficiency and personal goals.